



ABHISHEK GHOSH

EXECUTIVE HOUSEKEEPER

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ADDRESS :

Al Souq Al kabeer, Bur Dubai

LANGUAGE :

BENGALI - Native

HINDI - Advanced

ENGLISH - Proficient

NATIONALITY :

INDIAN

DATE OF BIRTH:

25/04/1987

IT SKILLS :

Microsoft Office

PMS systems

POS systems

INTERSHIP :

Hotel Intern, Mansingh palace Hotel, India

PROFESSIONAL EXPERIENCE & SKILLS SUMMARY:

An accomplished and astute Housekeeping professional with over 12 years of extensive International experience. A trusted advisor who partners with the business to drive company's growth and performance.

Demonstrated remarkable success in developing HK policies and procedures, cost control strategies, performance benchmark, eye for details, careers developments, leadership, performance monitoring. Energetic Leader capable to take on challenging and high stress business environment, seeking a challenging EHK position at a reputed and progressive organization where I can render my experience and expertise towards organizational growth.

- Pre-Opening Experience
- Forecasting Yearly Budget
- Attention to Details
- Guest & Customer Service
- Time Management
- Flexibility to Learn and Adapt
- Performance Management
- Team Building and Motivation
- Environmental Sustainability
- Regulatory Compliance
- Training and Development
- SWOT analysis
- Contract Negotiation

EDUCATIONAL HISTORY

Masters in Business Administration Hospitality, 2016-2018

JAIPUR NATIONAL UNIVERSITY, India

Bachelor of Science in Hotel Administration, 2005-2008

IHM CT & AN-PUSA, New Delhi, India

CERTIFICATION

CUSTOMER CARE FOR THE CUSTOMERS WITH SPECIAL NEEDS-2016

SMART MANAGEMENT TRAINING, UAE

FIRE SAFETY TRAINING - 2021

CONQUER TRAINING, UAE

COVID-19 AWARENESS - 2020

E-HOTELIER ACADEMY, AUSTRALIA

REFERENCE

Mrs. RUBY PANDE, Executive Housekeeper

Sofitel Dubai Downtown Hotel, Sheikh Zayed Road, Dubai

MR. SANDEEP KARMALKAR, Executive Housekeeper

Sheraton Grand Hotel, Sheikh Zayed Road, Dubai

EXECUTIVE HOUSEKEEPER

HOTEL HOWARD JOHNSON BY WYNDHAM
DUBAI, UAE

11/2015 - TILL DATE

EXECUTIVE HOUSEKEEPER

THE FERN HOTEL, INDIA
5* Star Eco-Friendly Hotel

12/2013 - 11/2015

GUEST SERVICE MANAGER HOUSEKEEPING

KEYS SELECT BY LEMON TREE, INDIA
4* Star Pre-Opening Hotel

12/2011 - 10/2013

ASSISTANT HOUSEKEEPING MANAGER

ORCHID HOTEL (Now), INDIA
5* Star Hotel

03/2009 - 11/2011

HOUSEKEEPING SUPERVISOR

ORCHID HOTEL (Now), INDIA

Promoted to Assistant Housekeeping Manager

GUEST SERVICE AGENT - HK

GRAND HYATT Mumbai Hotel , INDIA
5* Star Hotel

06/2008 - 03/2009

WORK BACKGROUND

123 Rooms, 01 Coffee shop, 03 Restaurant, 03 Meeting Room, 01 Board Room

Booking.com Review : 7.9 (Good), Google Review : 4.1, TripAdvisor Rating : 3.5

- Enhance and maintain the standards of Hotel customer satisfaction feedback on online portals.
- To ensure effective communication within and outside department and respond properly in any Hotel emergency.
- Preparing Capital expenditure and Operational budget for the Department.
- Ensuring proper usage of human resource of the department.
- Conducting Training for the manpower.
- Taking interview for new recruitment for the Accommodation operation.
- Regular interaction with the guest in terms of their preferences and choices
- Maintaining Inventories reports of the Department.
- To ensure correct set ups are completed for the room. and ensuring proper usage and cleanliness of guest areas.
- To be innovative & creative in arrangement and decoration with contemporary fashion with new concepts.

96 Rooms, 01 Coffee shop, 01 Roof Top Restaurant, 2 Conference Room , 01 Board Room

- Manage the daily activities of the Housekeeping department to include appropriate cleaning of all offices, concourses, seating areas, washrooms, restaurants, concession stands, suites, and all public spaces.
- Purchase, re-order and maintain housekeeping supplies and inventory.
- Knowledge of safety standards within Housekeeping department.
- Conduct pre-event inspections of all rooms, concourses, clubs, seating areas and public areas prior gate opening for every event held at the Arena.
- Recruit, schedule and train all new housekeeping staff members.
- Maintain the housekeeping budget, providing billing summaries and expenses for all pre and post events.
- Planning, organizing and directing team members to ensure the highest degree of guest satisfaction.
- Establish proper room checking systems, with special emphasis on VIP and Special Attention rooms.
- Ensure relevant brand standards are maintained

101 Rooms, 01 Coffee shop, 01 Sports Bar, 01 Conference Room , 01 Board Room

- Manage the overall quality standards and cleanliness of the hotel in line with set programs.
- Manage & monitor and control all inventories of operating equipment, linen and uniforms ensuring par stocks are maintained and costs are controlled in PRE-OPENING hotel.
- Manage the overall housekeeping & maintains systems of information, ensures procedures are being followed.
- To create an environment promoting employee satisfaction and encouraging associates to have high levels of commitment
- Direct all housekeeping operations across the hotel to ensure compliance with internal policies and standards and to ensure housekeeping operations contribute to the delivery of a high-quality guest experience.
- Provide on-the-job training and constructive feedback to subordinates to support their overall development.
- Ensures the proper maintenance of all equipment; makes arrangements for repair and/or replacement of used and damaged equipment.
- Optimize revenue generating opportunities.

208 rooms, 01 Coffee shop, 03 banquet, 01 Ballroom, 5 acres landscaping unit

- Run sold room reports, verify room status, determine discrepant rooms, prioritize room cleaning, and update status of departing guest rooms.
- Assist Housekeeping management in managing daily activities.
- Act as a liaison to coordinate the efforts of Housekeeping, Engineering, Front Office, and Laundry.
- Inspect guest rooms, public areas, pool, etc. after being cleaned by Housekeeper to ensure quality standards.
- Follow-ups on all out of order rooms.
- Interacts with suppliers and contractors.
- Ensures customer requirements are determined & met.
- Ensures correct distribution and control of master keys.
- Checks the logbooks and follows up on outstanding matters.
- Ensures that all equipment is well maintained and handled correctly.

• Assign Guest Rooms and Common Areas to Housekeeping Staff. ...

• Inspect Rooms and Common Areas for Cleanliness. ...

• Hire, Train, and Discipline Housekeeping Staff.

• Order Cleaning Supplies.

• Create Employee Schedules

• Fill out report and hand over found articles to the lost and found department

547 Room & Suites and 110 Serviced Apartments

- To Clean and tidy rooms as per the sanitary regulations assigned.
- Make guest room beds & Replenish guest supplies.
- Be responsible for getting guest laundry processed.
- Undertake the evening and provide the turn-down service.
- Answer guests' summons promptly.
- Check and secure rooms.